



District of Columbia
Interagency Council on Homelessness



ERSO Committee

April 28, 2021

Moment of Silence



Meeting Agenda



- I. Welcome & Call to Order
- II. Introductions
- III. Updates:
 - a. Vaccine Update
 - b. Shelter Updates
 - c. PEP-V Update
 - d. Heat Plan Update
- IV. Discussion
 - a. Streamlining Intake Overview
 - b. Hypothermia Overview
- V. Updates & Announcements
- VI. Adjournment

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District Vaccine Rollout Update



**All DC residents 16 and older
are eligible to receive the COVID-19 vaccine.**



Pre-register for your appointment today at vaccinate.dc.gov or call 1-855-363-0333.



DHS Vaccine Distribution Update



- 4,323 total doses administered
 - 2,157 fully vaccinated
 - 2,534 have received at least 1 shot
 - Over 315 unsheltered individuals fully vaccinated
- 89% of staff and clients due for their 2nd dose have come back to receive it
- No wasted doses
- Additional information available via dhs.dc.gov/storyboard

DHS Vaccine Distribution Moving Forward



- Week of April 30: Walk-in clinic Mon, Tues, Thurs and Fri
- May, June and July: Walk-in clinic open for ongoing access, operated by Unity Healthcare
 - **Location:** 490 1st St NW (1st and E Street NW)
 - **Days:** Tuesdays and Thursdays
 - **Hours:** 9AM-12PM and 1PM-3PM (or until last vial opened after 2:30 PM is completed)
 - **No pre-registration/appointment required**
- For clients experiencing homelessness (shelters, transitional housing, etc.) and housed clients (PSH, TAH, RRH, FRSP)

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PEP-V Capacity (as of 4/21/2021)



**PEP-V 1:
Arboretum**

Opened: Mar 2020

**Rooms for Client
Occupancy:
109 Rooms**

**Census:
123 people**



**PEP-V 2: Holiday
Inn**

Opened: May 2020

**Rooms for Client
Occupancy:
193 Rooms**

**Census:
244 people**



PEP-V 3: Fairfield

Opened: Oct 2020

**Rooms for Client
Occupancy:
115 Rooms**

**Census:
186 people**



**PEP-V 4: Capitol
Skyline**

Opened: April 2021

**Rooms for Client
Occupancy:
120 Rooms**

**Census:
48 people**

PEP-V Onsite Services, Amenities & Supports

Amenities	Private room, bathroom, TV, phone; 3 meals per day + snacks; 24/7 security
On-site health services	<ul style="list-style-type: none"> • Unity Health provides outpatient primary care services; daily resident wellness checks; M-F at Arboretum and Fairfield; Tuesday and Thursday Holiday Inn; Monday and Thursday Skyline • MBI provides mental health supports; onsite 24 hours daily
Linkages to other services	<ul style="list-style-type: none"> • Transportation to healthcare appointments and some community needs (i.e. banking) • DBH notifies Core Services Agencies of their clients at PEP-V • Unity facilitates residents' connection to home health aide services • Connections to long-term care supports, if needed
Housing-focused case management	<ul style="list-style-type: none"> • PSH providers continue to deliver housing navigation services • For clients still developing an exit plan to permanent housing, DHS staff work with clients to develop housing plan after PEP-V

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Heat Plan



- Update:
 - Timeline: Mid May
 - Homeless Services Specific:
 - 24/7 Shelter
 - On demand transport
 - Library: Currently shorter hours/limited timeframes
 - Many resources finalizing summer schedule
- Discussion:
 - Any feedback on the summer season/heat plan last year to bring back to HSEMA?
 - Outstanding needs from last year
 - Feedback on the specific HSEMA cooling sites last year?

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Review: Scope, Process & Assumption

❖ **Scope:**

Develop a standardized process for intake and referrals for adult singles entering homeless services system.

❖ **Process:**

- Stakeholder Interview
- Review of previous efforts and initiatives currently underway
- TA Support: national scan of intake systems

❖ **Assumption:**

- Budget Neutral Initiative – leverages existing programs, technological initiatives, & contracts
- Timeline



Summary of Community Feedback

See Handout titled *Summary of Community Feedback*

❖ **Communication Challenges**

1. *Communicating about Homeless Services*
2. *Communicating/coordinating within Homeless Services*
3. *Communication w/ Clients in Homeless Services*
4. *Infrastructure Challenges that exacerbate communication challenges*

❖ **Process Challenges**

1. *Diversion orientation and off-market housing navigation supports, particularly for clients that are not likely to match to housing*
2. *Info collected at first encounter*
3. *Navigating the other systems that deliver essential services*



Vision for Success & Orienting Principles

Vision:

A system where users have clarity about homeless services, available housing resources, & support needed to create a realistic plan for exit.

❖ **System Re-Orientation to Diversion & Rapid-Exit**

- Stagnant, sense that everyone (clients & staff) are waiting for PSH
- Need for sparking creative problem-solving

❖ **Building out Realistic Housing Options**

- Without formal system for exploring other viable options, PSH will always appear to be best option for & worth waiting for.

❖ **Systems/Services Navigation Support**

- Empower and support clients & staff w/ tools and info to move from entry to exit.



Recommendations

System Re-Orientation to Diversion & Rapid-Exit

1. Retrain/Reorient Continuum
2. Increase Transparency of Process and Resources - Data Boards
3. Culture Change Agents – Peer Ambassadors

Building out Realistic Housing Options

4. Standard Intake Tool & Housing Plan
5. Expand Financial & Service Offerings
6. Off-Market Housing Broker

Systems/Services Navigation Support

7. Homeless Services Navigation Center and Hotline
8. Provider & Client Portals

Other important considerations:

9. Infrastructure Needs
0. COVID-Related Changes

Notes:

- Not listed in order of importance or implementation
- We will lay out an implementation plan later in this deck

Current Workgroups



- ❖ Data board
- ❖ Standard Intake Tool & Housing Plan
- ❖ Homeless Services Navigation Center and Hotline



Increase Transparency of Process & Resources

❖ Definition:

- Use data boards, storyboards, & townhalls to support clients & staff develop a realistic understanding of housing resources & process.
- Use exit data (which requires improving collection) to support intake tool and create a feedback loop (by appropriately reward staff for timely exits that do not require system housing resources)

❖ Current Elements to Consider:

- DHS's effort to clarify/track housing vouchers
- CAHP data for recommended housing opportunities
- CAHP BFZ dashboards for Singles, Chronic & Vets

❖ Elements to Develop:

- Defining data points to reflect to community
- Process/procedures for hosting/posting data
- Process/procedures for incentivizing shelter & outreach staff



Standard Intake Tool & Housing Plan

❖ **Description:**

- Intake tool designed to collect info needed to support diversion & exploration of realistic housing options, including options like pooling resources for shared housing or single room rentals.
- Formal housing plan that outlines concrete, actionable steps to reach goal of exiting system that clients & providers can access.

❖ **Current Elements to Consider:**

- HMIS
- VI-SPDAT tool and timeline for introducing v3

❖ **Elements to Develop:**

- Intake tool & housing plan worksheet, including protocols
- Options for auto-populating forms to minimize duplication of entry b/n VI-SPDAT & intake tool



Homeless Services Navigation Center & Hotline

❖ Definition:

- Hub for clients and staff as they navigate homeless resources, housing resources and other essential services/systems.
- Envisioned components:
 - ✓ Diversion-focused call center
 - ✓ Navigation support (both off-market housing & other systems/services)
 - ✓ Electronic platforms for up-to-date information and shelter availability
 - ✓ Physical space to access resources and information

❖ Current Elements to Consider:

- COVID Hotline & RFP for Professional Call Center Services
- Existing Day Centers: DDSC & Adams

❖ Elements to Develop:

- Funding or staffing for Systems/Services Navigation & Diversion positions
- Job descriptions and framework
- Feedback to explore citing future locations in the West End & Ward 7



Questions & Feedback?

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Hypothermia Feedback



- Feedback on the season?
 - Successes?
 - Challenges?
 - Recommendations?

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